

Privacy policies

Personal information refers to any personally identifiable information about you. It does not include aggregate information that does not identify you specifically.

Industries Desjardins Ltée (IDL) respects your right to privacy. This Policy outlines how IDL's privacy principles protect your privacy. The privacy principles apply to all personal information that IDL collects from customers.

How is your personal information used?

IDL may use your personal information for the following purposes:

- to complete sales and service transactions with you;
- to respond to your requests for products, services or information;
- to improve products and services and better understand your automotive needs;
- to administer your warranty coverage;
- to include you in advertising or marketing campaigns to offer you IDL's products and/or services

With whom is your personal information shared?

Desjardins Industries will not share your personal information with third parties. Your privacy is important to us.

IDL's web site

Non-Personally Identifiable Information. When you visit IDL's web site, unless you tell IDL who you are or reveal any other personal information, IDL does not collect or store any information about you. The only information IDL collects and stores is non-personally identifiable information such as the name of your Internet service provider, the type of the Internet browser you used, and referring web site and the pages you request. IDL uses this non-personally identifiable information to generate aggregate statistics regarding IDL's web site activity.

Cookies. Cookies are files that your web browser places on your computer's hard drive that permit IDL to tell whether, and if so, how many times, you have accessed IDL's web sites previously, your language of choice, your dealer of choice, the province in which your internet provider resides, internet user behavioral analysis, and your computer system's flash preference. You may choose to decline to accept cookies if your browser

permits but doing so may affect your use of IDL's web sites and your ability to access certain features of the web sites.

Pixel tags. A pixel tag is a transparent graphic image, sometimes called a web beacon, clear GIFs or tracking beacon, placed on a web site or in an e-mail, which indicates to us that a page or e-mail has been viewed. In addition, a pixel tag may tell your browser to get content from another server.

How long does IDL retain your personal information?

IDL retains your personal information as long as is required for the purposes identified when you provided the personal information and for any new purposes identified and consented to by you, and for an appropriate time thereafter.

How does IDL protect your personal information?

We have adopted appropriate measures to maintain the confidentiality of personal information and protect it against loss or theft, as well as unauthorized access, communication, reproduction, use or modification, taking into account, in particular, their sensitivity and the purposes for which they are used. In addition, we require that every employee, agent or representative abides by this policy.

How you can review and update your personal information

You may review, update or correct any of your personal information held in IDL's files and your consents regarding its use and disclosure at any time by contacting us or through your account.

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418-493-2432

Will IDL's privacy policy change?

IDL reserves the right, at any time, to modify this Policy at IDL's sole discretion.

Effective date: September 21, 2021